

ANSWER KEY

Unit 1: Introduction to Retailing

Session 1: Basics of Retailing

A. Fill in the Blanks

1. Customer/consumer
2. Salesperson
3. Utility
4. Feedback
5. Reasonable
6. Manufacturer

B. Multiple Choice Questions

1. d
2. a
3. b

C. State whether the following are True or False

1. True
2. False
3. True
4. False
5. True

Session 2: Organised and Unorganised Retailing

A. Fill in the Blanks

1. Small family business
2. Unorganised
3. Organised
4. Keep

B. Multiple Choice Questions

1. a
2. a
3. b
4. b

Session 3: Store and Non-store Retailing

C. Fill in the Blanks

1. Retail chain
2. Company (franchiser), owner (franchisee)
3. Super market, general merchandise
4. Supermarket
5. Departmental stores

D. Multiple Choice Questions

1. c
2. b
3. c

E. State whether the following are True or False

1. False
2. True

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3. True
4. False
5. True

Session 4: Duties and Responsibilities of Cashier

A. Fill in the Blanks

1. Cashier
2. Advantage
3. Crowd of customers
4. Primary
5. Computer

B. Multiple Choice Questions

1. a
2. a
3. c
4. b

C. State whether the following are True or False

1. True
2. False
3. True
4. True
5. True

Unit 2: Service Cash Points/POS

Session 1: Modes of Payment

A. Fill in the Blanks

1. Payment
2. Banks
3. Card swiping
4. Counting
5. Back side
6. Mobile wallet apps or mobile banking apps

B. Multiple Choice Questions

1. a
2. d
3. d

C. State whether the following are True or False

1. True
2. False
3. True

Session 2: Procedures for Handling Cash

A. Fill in the Blanks

1. Receipts
2. Internal
3. High, bank



B. Multiple Choice Questions

1. d 2. c 3. d

C. State whether the following are True or False

1. False
2. True
3. False
4. True

D. Match the Column

1. b 2. c 3. e 4. a 5. d

Session 3: Authorisation of Cheque, Credit/Debit Card Payments

A. Fill in the blanks

1. Refund
2. Number
3. Price

B. Multiple Choice Questions

1. d 2. d 3. a 4. d

C. State whether the following are True or False

1. True
2. False
3. True
4. True

D. Match the column

1. b 2. c 3. d 4. a

Session 4: Problems at Cash Points/POS

A. Fill in the blanks

1. Physical, wireless
2. Improper
3. Cashier

B. Multiple Choice Questions

1. d 2. c 3. c 4. c

C. State whether the following are True or False

1. True
2. False
3. True
4. False

D. Match the Column

1. C 2. D 3. B 4. A

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Unit 3: Customer Order for Goods

Session 1: Processing Customer Orders for Goods

A. Fill in the Blanks

1. Retail
2. Order
3. Seller
4. Intervals
5. Inventory

B. State whether the following are True or False

1. False
2. False
3. True
4. True

Session 2: Procuring Supplies

A. Fill in the Blanks

1. Procurement
2. External and internal
3. Manufacture
4. Source
5. Agents

B. State whether the following are True or False

1. False
2. True
3. False
4. True
5. True

Session 3: Customer Information

A. Fill in the Blanks

1. Customers
2. Procedures
3. Business
4. Customers'
5. Information

B. Multiple Choice Questions

1. d 2. a 3. d 4. c 5. d

Session 4: Invoice

A. Fill in the Blanks

1. Instrument
2. Document

3. Commercial
4. Header
5. Incredibly

B. Multiple Choice Questions

1. a 2. d 3. c 4. d 5. b

C. State whether the following are True or False

1. True
2. False
3. True
4. True
5. False

Unit 4: Process of Payment

Session 1: Effective Process of Payment

A. Fill in the Blanks

1. Payment Process
2. Discount
3. Price Lining
4. Promotional
5. Current
6. Boosting

B. Multiple Choice Questions

1. a 2. c 3. d 4. b 5. d 6. c

C. State whether the following are True or False

1. True
2. True

Session 2: Sorting out Pricing Problems in Payment Process

A. Fill in the Blanks

1. Cashier
2. Cashier
3. Payment
4. Electronic
5. Plan

B. Multiple Choice Questions

1. c 2. d 3. b 4. d 5. d

C. State whether the following are True or False

1. True
2. True
3. False
4. False

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5. True
6. True

Session 3: Right, Duties and Responsibilities in Process of Payment

A. Fill in the Blanks

1. Final
2. Cashier
3. Cashier
4. Verbal

B. Multiple Choice Questions

1. c 2. d 3. c 4. a 5. d

C. State whether the following are True or False

1. True
2. False
3. True
4. False
5. True

Session 4: Components of Payment System in Retail

A. Fill in the Blanks

1. Cashier
2. Cash Register

B. Multiple Choice Questions

1. d 2. c 3. d 4. d 5. c

C. State whether the following are True or False

1. True
2. False
3. True
4. False
5. True

Unit 5: Customer Service

Session 1: Customer Needs and Service

A. Fill in the Blanks

1. Satisfied
2. Need
3. Educated
4. Strategic

B. Multiple choice questions

1. a 2. d 3. d 4. d 5. b

C. State whether the following are True or False

1. False
2. True
3. False
4. True
5. False

Session 2: Effective Customer Service

A. Fill in the Blanks

1. Satisfied
2. Rapport

B. State whether the following are True or False

1. False
2. True,

Session 3: Organization Standards

A. Fill in the Blanks

1. Body language
2. Tattoos

B. State whether the following are True or False

1. True
2. True
3. False
4. False
5. True

Session 4: Customer Expectation

A. Fill in the Blanks

1. Faster
2. One-on-one
3. Options.

B. State whether the following are True or False

1. True
2. True
3. True
4. False

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